

**Revenue Laws Study Committee**  
**February 11, 2014**  
**Charlie Helms, NC Department of Revenue**  
**Key Points**

**Locator Services**

- Currently limited to \$150K. Proposed increase to \$500K;
- Funded by Collection Assistance Fees, not general appropriations;
- Current contract limits NCDOR to 360K batch searches per year;
- Services provide updated information such as taxpayer addresses and telephone numbers nationwide;
- Limited information about businesses;
- Expanded matching with financial institutions is expected to help NCDOR recover an additional \$10 million each year.

**Outsource Collection Cases**

- Enables NCDOR to contact lower priority cases without adding additional personnel positions;
- DOR has identified approximately \$123 Million in accounts receivables for referral;
- Services provided by Private Collection Agencies (PCAs) include:
  - Locating updated telephone numbers and addresses;
  - Making contact with debtor taxpayers through letters and telephone calls;
  - Taking payment in full and establishing payment plans within guidelines established by NCDOR;
- PCAs are not authorized to issue any type of enforced collection action or take actions such as settling a case for less than the full amount. Requests for such actions must be referred back to the State;
- Collection Assistance Fee provides funding for program. Fees are only paid to PCA upon collection of accounts;
- Anticipated additional collections of \$10 million per year.